QUICK TAKES FOR PAYMENT ACCURACY

October 2007

Top Errors – Negative Cases

There are some items that cause the majority of QC errors on negative cases as well as the majority of errors found during case file reviews by your FNS Reps. This is a list of the Top Errors for negative cases. If we can correct these problems, we can reduce our negative error rate and be removed from Federal Corrective Action. The Federal tolerance level is 1% or below. Currently our negative error rate is 2.06%.

1. PROCESSING TIME FRAMES

- Untimely recertification dated 10-16-06. On 10-17-06 additional verification was requested. The case was closed on 10-26-06 for failure to provide verifications. **Thirty (30) days should have been allowed for the household to provide verification. Invalid termination.**

- Application dated 10-11-06. Verification requested for terminated wages on same date. The application was denied on 11-9-06 (the 29th day) for failure to provide requested wage verification. **The household was not allowed the full 30 days to provide verification. Invalid denial.**

2. REQUIRED VERIFICATION

- Timely recertification dated 12-15-06 (DSS-2435SR). Household reported no longer working and the start of college effective 8-2006. On 12-18-06 DSS-8650 was sent requesting verification of 11-2006 (base period wages) and educational aid and tuition and mandatory fees. On 12-29-06 household provided check stubs from July and written verification of the educational aid (Pell Grant). **The case was terminated for failure to provide 11-2006 wages. The household reported not working, yet the county requested 11-2006 wages. Invalid termination.** *Note: QC found no documentation in the record that verification of terminated employment was requested.*

3. INCOME CALCULATION/WORK REGISTRATION

- Untimely recertification dated 12-28-06. Household reported wages, paid twice a month (5th and 20th) and social security disability payment of $526 per month. Wages were calculated using conversion factor of 2.15 instead of 2. **The case was terminated for excess gross income. Invalid termination as household was eligible for $10.** *Note: QC also noted that the work registration code should have been "K" instead of "H" to allow for other applicable deductions and exemption from the gross income test.*

- Untimely recertification dated 9-19-06. Household reported wages for husband and a change of address. The client became subject to E&T requirements (daughter turned age 6). The new address was not changed in FSIS. On 10-13-06 a NCSES-2625 was received from ESC stating the client failed to report for assessments. The client was disqualified. The disqualification caused the household to exceed the income limit. The case was terminated. **QC determined that the client did not receive the DSS-8640, Notice of Work Registration Responsibilities or the ESC appointment notice as they were mailed to the old address. Invalid termination.**

4. DATA ENTRY/KEYING ERROR

- Timely recertification dated 11-06-06 (DSS-2435SR). The household reported a total of $623 from SSA and SSI and wages for spouse. Wages were correctly calculated at $572 per month. **QC found that the county entered $5723 into FSIS. The keying error resulted in the suspension and termination of the case. The household's net income did not exceed the limit. Invalid termination.**

- Application dated 3-8-07. A two person household consisting of mom and child (age 14). Mom is a Class G Drug Felon and is permanently disqualified from food and nutrition services. Agency records show $786 SSA disability for mom ($768 was entered into FSIS) and $251 SSA for child. Deductions were $388 shelter and $501 medical expenses. The agency coded mom as an "N" (not included in FNS unit) in Field 80-E (work registration), thus the medical deduction was not allowed. Mom was correctly coded as a "P" (Disqualified Drug Felon) in Field 80K (Dependent Relationship). **QC finds a data entry error as the correct work registration code for mom is "K". Mom is disabled and meets the definition of a "specified person" and the code "K" allows the medical deduction. QC also found that mom receives $786 and child receives $259 RSDI. QC found that with the deductions, the household's income did not exceed the net income limit. Invalid denial.**

- Timely recertification dated 1-4-07. Household reported receipt of UIB of $429 per week and rent of $495 per month. Weekly UIB of $495 was entered into FSIS, thus total income of $2129 was used in the budget. The case was closed on 1-31-07 due to excess net income. **QC found that the rent amount was mistakenly entered as the UIB amount. QC calculated the budget as: UIB of $1845; standard deduction of $162; rent of $495 per month; and the SUA of $350. Household did not exceed the net income limit of $1950. Invalid termination.**

5. RESOURCES

- Untimely recertification dated 12-21-06. Household members are client (age 86) and her brother (age 72). Client receives SSI of $623 and is payee for her brother's SSA of $597. Both checks are deposited into client's checking account. Documentation indicates that the balance for the bank account was $3,451.83. The case was closed on 1-19-07 due to excess resources. **QC found that as an SSI recipient, client's bank account is excluded from the resource limit of $3,000. Invalid termination.**